New Computerised Transit System (NCTS) Phase 5

Unloading Remarks rejections

Dear customer,

Following the implementation of NCTS5 Final State Rules on 21 January 2025, we are providing ongoing support to customers.

This update explains how to avoid rejections transit users may encounter when adding additional goods items to an IE044 Unloading Remarks Message.

This information is for users of NCTS5 (traders, agents, declarants) and for providers of third-party commercial software packages.

You can find our recent updates on GOV.UK.

What is the issue?

The issue relates to additional goods items that are identified by authorised consignees when unloading goods. NCTS users may receive an IE057 rejection message from Office of Destination, if they have added additional goods items to existing house consignments when submitting an IE044 Unloading Remarks message.

The IE057 error message will refer to an R0055 rule violation.

Why is this happening?

Currently the NCTS service does not correctly interpret rule R0055 and may not allow further goods items to be added sequentially within an existing consignment.

For example: If there were two house consignments in a declaration, each with 10 items (20 goods items in total in the declaration), they would be numbered sequentially as items 1-10 and 11-20.

If you then added two additional goods items to house consignment 1, when completing the IE044, the NCTS service would not allow you to number these items as 11 and 12 respectively as expected. This is because the NCTS service counts the total number of goods items within the declaration and has already items numbered to 20. Therefore, NCTS would expect the additional items to be numbered as 21 and 22.

How can we avoid rejections?

Because the NCTS service currently considers the totality of items across all house consignments, you must number any additional house consignment items accordingly. Using the example above you should enter these additional items as goods items 21 and 22 and

you must add them **to the last house consignment i.e. consignment 2** (despite them relating to the first consignment) to avoid problems with R0055.

For users of 3rd Party Commercial Software

Your software developer may have taken steps and made updates to their product to help work around this issue.

If you have further questions around the use of your purchased software product and how to enter additional items to house consignments, then please refer to your provider.

What's next?

As the NCTS system is not handling the addition of goods items to existing house consignments as expected, HMRC is working on a solution to fix this issue and we will confirm when this is in place.

Thank you,

HMRC.